

Issue 6 Vol. 3

Connecticut Department of Motor Vehicles

October 2005

DMV Golfers Hit Greens, Show Talents

By Kelly Manning

It was a battle to see who was the next Tiger Woods or Annika Sorenstam as DMV employees showed off their golfing talents on the fairways September 19. Forty-six DMV employees and friends, including Commissioner Ralph Carpenter, and a popular their Monday offernance on the groups at Tunyin Bloods in the contract of the property of t

enjoyed spending their Monday afternoon on the greens at Tunxis Plantation in Farmington.

"It was a great day of golf," Mike Generis, of Branch Operations, said. "The weather was beautiful, the course was in great shape and as usual the ERC did a tremendous job organizing this event. It's always a pleasure to be able to get out there with your colleagues and have a few laughs."

The 11th Annual ERC Golf Tournament wouldn't have been possible without Cindy George, of Human Resources, Mary Lynch, of Branch Operations, and Beth Kleina, of Information Systems Technology, who coordinated the occasion. Special recognition also goes out to Heather Donaldson, of Legal Services, Cindy Zuerblis, of Dealers and Repairs, and Lucy Manente, of Human Resources, who supported the players during the outing.

Continued on page 5



Steven Shonta of Human Resources, Stanley Halibozek of Administrative Services and Facilities, Michael Dubanoski of IST and Robert Smigel of Title were one of the teams competing in the golf tournament.

Commissioner's Column

Commissioner Praises ERC and Others

Golf is a game that I enjoy when I play, but my swing doesn't always bring a thunderous smack, sending the ball into orbit and cheers from the hushed crowd. Yet, what I always like best is the camaraderie. And during my first Annual ERC Golf Tournament a few weeks ago, the camaraderie for the day was just wonderful and made up for what I lacked in my game. Mike Generis, of Branch Operations, notes in an accompanying story on the tournament that, "It's always a pleasure to be able to get out there with your colleagues and have a few laughs." So true, Mike! I had the chance to meet so many employees for a social event that gave us time to share some jokes, relax and raise *Continued on page 3*

Tales of Customer Service

Branch Operations Honors Employees for Outstanding Service

By Sandra Tansley

Hard work paid off for three Branch Operations employees who were honored for their dedication and exemplary service with the DMV. Bureau Chief Barbara Tanuis, of the Bureau of Registration and Licensing, and Captain John Herman, DMV's chief of staff, presented outstanding customer service awards to Joyce Newell, Vicky Silverio and Rosemary Rivers on September 14 and 15.

Joyce, a motor vehicle branch manager in the Waterbury office, has been with the DMV for over 30 years, beginning as a *Continued on page 5*

Inside

ERC Corner

Page 2

Unsung Heroes of DMV

Mary Boice the Wethersfield Security Guard Page 4

Off-Beat Feature

Jewelry is a Girl's Best Friend Page 4

Did You Know?

Help Your Aging Parents Stay Independent Page 6

Heather Donaldson, the Link Between DMV and the Capitol

By Andy Munson

Although many laws enacted by the General Assembly have effects on DMV employees personally and professionally, most of us don't follow the annual legislative sessions as we might a sports team or TV series. It is a good thing Heather Donaldson, of the Legal Services Department, does, though.

Heather's duties as our Legislative Program Manager require her to be heavily involved in the daily events at the Capitol. She meets with legislators and staff mem-

bers in an effort to press forward initiatives that the DMV supports or sponsors. She keeps the Commissioner and Executive Team informed of successes and disappointments and follows through on further directives from the Team.

Once the legislative session adjourns, one of the main focuses of Heather's job is to translate volumes of legalese into a summary that the rest of us can both understand and act upon. She has recently released the 2005 Legislative Summary to DMV managers. This pamphlet serves to run through numerous new laws affecting the agency and



put them in a form that we can both use and understand.

"Most DMV employees don't have time to wade through every public act," Heather said. "Although I try to keep them informed during the session, the summary is important to ultimately let our staff know what has passed and what we need to concentrate on implementing."

The major topic of conversation emanating from this year's session is the new law requiring the use of hands-free cell phones while driving. Many cell phone users had never spoken

through a headset prior to October 1, when the law went into effect. However, non-scientific observations indicate that a lot of people are using headsets now.

The act also prohibits any driver under the age of 18 from using a cell phone at all while driving a motor vehicle. There are exceptions for emergency calls such as dialing 911, and for most public-safety vehicle operators.

• The lesser-known provision of the new law prohibits drivers from engaging "in any activity not related to the actual operation of a motor vehicle in a manner that inter-Continued on page 6



Upcoming Events for This Month

By Marj Knecht

The incredibly beautiful weather on Monday, September 19, set the stage for a phenomenal 11th annual ERC golf tournament in which 46 of DMV's very own and some friends took to the fairways in a graceful demonstration of skill and agility. The ERC raised \$1,050 and wishes to acknowledge the special efforts of Mary Lynch, Cindy George and Beth Kleina, as well as other staff who worked so diligently to make this event such a success.

Feedback from various branches indicates that DMV Spirit Day satisfied more than staff appetites. Debbie Hruska remarked that the Hamden Office thoroughly enjoyed the pizza and camaraderie of this first celebration of Spirit Day in recent memory. Heather Zace, Irene Merrick, Paula Jervasi and Jim DeNigris donned their barbecue outfits to roast hotdogs on the grill for a record number of appreciative Wethersfield employees. Rowland Center employees combined the pizza lunch with efforts to raise money for the State Employees Campaign for Charitable Giving, to which \$91 was donated on behalf of those who paid a nominal fee in order to wear jeans for the day. A fantastic time was had by all!

Please mark your calendars for upcoming events in the month of October:

- The Heart Walk in Hartford on Sunday, October 23.
- The First Annual Chilli and Bake-Off Contest at the Wethersfield facility on October 27th you may contact Florence Martin (ext. 5451) or Patty Piscottano (ext. 5381) to register for this event, which promises to be quite competitive.
- The opportunity to order delicious fruit pies and pumpkin breads, etc. through the ERC and provided by the renowned Lyman Orchards, just in time for the holidays.
- Entertainment Books with discount coupons for area restaurants and other service establishments may be obtained by contacting Michele Walden (ext. 5220) and Holly Cote (ext. 5336).

Watch for details of all these activities in this publication and around the agency.

DMV Today

a publication of
The Department of
Motor Vehicles
60 State Street
Wethersfield, CT 06161

Ralph J. Carpenter *Commissioner*

Bill Seymour Kelly Manning Editors

Contributors
Human Resources
Marj Knecht
Andy Munson
Franny Oviedo
Sandra Tansley

Bridgeport Office

Around 30 employees, friends and family members from the Bridgeport and Hamden offices had a great time at their outing



Silverio to check the pasta to see if it was done. Vicki proceeded to throw the pasta against the wall to see if it stuck. We all got a good laugh. Thanks to everyone involved

at Mountainside Picnic Resort on Sunday, August 14. The invitation is open to all offices next year. We're thinking of changing the location to Holiday Hill next year.

Bridgeport wants to give a big thank you to Paula Pinto from New Britain. She spent a month training a new employee here. We miss you, but know that New Britain was anxiously awaiting your return.

Another thanks to the Waterbury Office for training Aida Rodriquez for us! She was sad to leave you guys. You must have treated her great but, we are so glad she's "home" now!

Congrats to Dottie Dangerfield on her 24th grandchild, a baby girl, named Samayya, who weighed 9 pounds, 13 ounces. Do you think she could name all 24?

Congrats to Dennis Rayho, who has lost 112 pounds! He is a shadow of his former self! Way to go Dennis. We are all proud of you!

Danbury Office

In Danbury it is getting pretty spooky in the office with all the work Francine Lapointe has done decorating for Halloween. Thanks Francine for all of your hard work.

The Danbury DMV spirit day was a success. We were all treated to a pasta dinner with all the trimmings prepared by Beth Kranz. Beth made the mistake of asking Vicki

it was fun day. Welcome back to Dotty Trester, she was not feeling well and was out of the office for a while. We all missed her.

Dealer Unit

Wedding bells are in store for Linda Dubois. She became engaged to Thomas Dickinson on September 17. They are heading down the aisle December 30, 2005. Linda also welcomed a new grandson, Isaac David, on July 12. Both the mom and baby are doing well.

Cammie MacDonald has added a son-in-law to her family. Her daughter, Joyce, was married September 23 to Andrew Orzechowski. The happy couple spent their honeymoon on a romantic cruise in the Caribbean. Best wishes to them!

Document Integrity Unit

Congratulations to Debra Rashid on becoming a proud grandmother to a baby boy on October 2. The baby's name is Amir Marquis Miller and weighed 6 pounds, 10 ounces.

Human Resources

Becky Martinez thought her summer would be a quiet one, but she wins the award for the busiest. Becky and her children, Janessa, Alessa and Michael moved into their new *Continued on page 6*

Internal and External Customers Are Important

Continued from Page 1

money for a good cause - the Employee Recognition Committee.

The ERC profited more than \$1,000 from the overall costs for the tournament. This money goes to fund a number of projects, including DMV spirit days and holiday parties. The folks who work on the ERC deserve our heart-felt thanks for a job well-done with the golf tournament and for their other activities. Congratulations ERC!

In noting hard work and thanks for it, I'd like to mention Lucy Barra and Dottie Bruckner, both of the Waterbury Office, for assistance to a customer. The customer wrote, "Everyone knows that a visit to the DMV can be a tiresome affair. My visit was made much more pleasant with the help of these two lovely ladies. The state is lucky to have such good employees and these women should be commended for their work." Indeed, both the state and DMV is lucky to have Lucy and Dottie. Thank you both for reaching out to this customer.

A customer in New Milford cited Rosemary Andrade, who was assisting in the Winsted Office, for her assitance. "(She) was extra pleasant, very helpful and a real asset to your workforce. When so many people seem to only complain about services that they get, I wanted to be sure that (she) was recognized for going out of her way to give people a great DMV experience!" Well, I'm glad Rosemary did offer that experience and I'm sure others in our offices across the state are doing the same.

But assistance to customers is more than serving the public. It also involves internal custom-

Commissioner Ralph J. Carpenter was one of many participants in the DMV golf tournament.

ers. In the Commercial Vehicle Safety Division, Sgt. Donald Bridge and Sgt. Anthony Verillo recently earned praise from the Department of Revenue Services' Special Investigations Section for helping with firearms training at the Connecticut Police Academy range. Letters like this one continue to make my day as it is more reinforcement of my belief that this agency is populated with some true professionals.

And there are many more whose efforts have reached my attention, but mentioning them all would take the entire newsletter. To all of you assisting both internal and external customers, I want to thank you for the first-rate representation of our agency.

Meet the Gatekeeper to the Wethersfield Office

By Andy Munson

It is sometime between 7 a.m. and 8 a.m. on a Tuesday morning. A line of anxious customers wait impatiently for the DMV to open for the first time since Saturday. Some

customers look at their watches. Others use phones or other electronic devices to pass the time. Occasionally, they look toward the front of the line to see if it is moving.

In Wethersfield, a smiling lady in a grey uniform greets employees, who will soon be helping these customers. She knows most of the DMV employees by name and brightens up the start of their day with a few words as they walk by. She is the gatekeeper of the kingdom for both customer and employee.

At 8 a.m. she opens the doors and the work week begins.

Mary Boice has been the lone guard in Wethersfield since March 2004. Some remember her from the years she spent as a shift supervisor at the Department of Information

Technology, but once the Securitas Corporation transferred her to the DMV, everyone quickly got to know Mary. She begins her day at 7 a.m. every morning and doesn't leave until 6 p.m. – long after most of the staff has gone. Although the public areas of the DMV perform a large volume of retail transactions with a lot of cash changing

hands, it isn't exactly a high-security environment. The office doesn't have metal detectors or screening procedures. It has one guard to oversee five entrances. Needless to say, Mary stays busy.

In large part, Mary's job is to make sure the public is allowed in the building during the hours the office is open for public business. Telling people that the office is closed isn't always easy. On the Friday afternoon that began the recent Columbus Day weekend, Mary was standing outside explaining to some fairly unhappy customers that they wouldn't be able to conduct any transactions until the following Tuesday. While employees look forward to these weekends, customers have some different views. Wethersfield has Mary to

explain the reason.

"Turning people away is part of my job that I try to do and Continued on page 5



Mary Boice guards the back entrance of the Wethersfield office.

Off-Beat Feature

Miriam Wears Beautiful Jewelry and Creates it, Too

By Kelly Manning

About a year ago, Miriam Rodriguez, of the Insurance Compliance Unit, walked into Lucinda's Beads Shop in Windsor and walked out with a new love—making jewelry.

She now designs her own necklaces, bracelets and earrings and can often be seen fashioning them at work.

"I have always been an artsy, crafty person," Miriam said. "I am so glad I got back into it. It's peaceful and fun at the same time."

It takes Miriam about a half an hour to think of a design and create a piece of jewelry, depending on how complicated it is.

"If I create my piece and I am not happy with the way it turned out, I will start over again," Miriam said.

Miriam only works with high quality supplies, including natural stones, crystals, real silver wire and beads that she finds at the bead shop.

Lucinda's Beads Shop not only sells beads, but also offers different classes for customers. Each class teaches the customers how to make a different style of jewelry. Miriam has attended two classes to learn how to string

beads, what materials are best to use on each piece and how to create different designs.

Miriam's pastime soon turned into a business as friends and family members began placing orders.

"Sometimes it's hard to keep up," Miriam said. "I hope I can stock up for Christmas because they are very popular around the holidays."

Miriam hopes to one day sell her jewelry at a craft fair.

"It's great to see people wearing things that I made," she said. "It feels good when you know someone appreciates your work."

The most popular piece Miriam makes is a bracelet made of Austrian crystals. "The colors are so bright and vibrant. People love it," Miriam said.

Miriam plans to develop her talent by creating more complicated pieces and taking more classes.

"I hope to take a metal smithing class soon," Miriam said. "It would be fun to make an actual bracelet with a piece of metal and a hammer."



A couple of Bracelets designed by Miriam Rodriguez of Insurance Compliance.

DMV Golf Tournament

Continued from Page 1

"It was a small, unique group that had a lot of fun," Cindy George said. "Everyone got to know each other on a more social and personal level."

Commissioner Carpenter also liked his day on the links. "It was my first time in the DMV tournament and it was a lot of fun." he said.

The ERC-sponsored event raised \$1,050, which will help fund DMV spirit days and holiday parties.

"It was a successful day with some friendly competition," Cindy George said.

The first place winners, who were presented with engraved ceramic mugs, included Mike Generis, Joe Ciotto and Jack Melia, of Branch Operations, and Jose Colon, a retired Wethersfield sergeant.

"Joe, Jack and I have been playing golf together for

several years, and with the addition of Jose, we all came together nicely for the win," Mike Generis said.

Tim Kulish, of the Emissions Division, teamed with three friends of DMV employees, earned second place.

Another award was presented to the golfer who reached closest to the pin on a 178-yard hole. Nicholas Demetriades, of Information Systems Technology, won the trophy after getting within 11 feet and 1 inch of the pin.

While top golfers went home with prizes, no one went unrecognized. Everyone enjoyed a steak dinner at the close of the day.

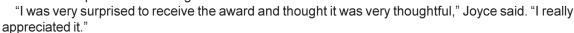
"It was a grand and glorious day of golf camaraderie and good cheer," Nick said. "A good time was had by all."

"We look forward to another successful tournament next year," Joe Ciotto concluded.

Branch Operations' Employees Honored

Continued from Page 1

clerk typist. She was recognized for her exceptional management of the New Britain office for several months until a permanent manager was found.



While she did enjoy her stay in the New Britain office, she is very pleased to be back in Waterbury, her real "home."

Vicky, a head examiner in the Danbury office, has worked for the DMV for about four years and started as a part-time clerk. Vicky assisted in managing the Danbury office for about a year. She is always ready, willing and able to help out wherever office coverage is needed. Her enthusiasm and energy are immeasurable. Vicky was promoted in July 2005 to permanent head examiner, which was well deserved. Vicky is a real go-getter!

Rosemary, a motor vehicle central office supervisor in IRP, has been with DMV for 21 years, having celebrated her 21st year October 12. She was very helpful in assisting with the many changes during the past year in several of the programs in her unit

"It has been very challenging and continues to be so," Rosemary said. "We are very proud of the work we do, and one of our major achievements has been the replacement plate system program."

She has worked countless hours debugging, testing and retesting systems in order to get the job done.

"I was very shocked to receive this award and really did not expect it," she said. "Change is the one thing constant in our unit."

Rosemary is a very dedicated employee who welcomes a challenge and sees it through to the end! Congratulations to all on a job well done!

Mary Keeps an Eye on the Wethersfield Office

Continued from Page 4

still be a nice person," Mary said. "It isn't always easy and I've had to get tougher since I started working here."

It has been tough for her recently in other parts of her life as well. In the last few months Mary has had to deal with her husband John's diagnosis of a rare form of cancer. She was overwhelmed with the kindness and generosity of the DMV staff during this time.

"I couldn't believe it, what everyone here did for me left me with such a good feeling – like family," Mary said.

John had surgery, which went well and he is back at work as head of the security staff at the State Armory. There may be more hurdles, but for now all is well.

Any kindness shown to her during the tough times is a reflection of what she shows every day.

"I enjoy greeting the employees in the morning," Mary expressed. "I know every face, but I've still got a few names to work on."

She doesn't just greet people in the mornings either. Most employees go out of their way to say hello if they see her. People seem to gravitate toward someone who is always friendly and smiling as she is.



Around The Agency

Continued from page 3

home in Windsor over the Fourth of July. After she and her son unpacked, they flew to Puerto Rico for a weekend, to relax a bit, and then accompanied her daughters home after they spent a month of their summer vacation with their grandmother. She finished up the summer by attending the wedding that her three children were in over the Labor Day weekend. Just think, the busy holidays are just around the corner!

With the reorganization, the H.R. family has suddenly expanded. It now includes the members of the Payroll Unit. The merging of Payroll with H.R. seemed natural as both units are united through the Core System. The transition should be smooth since Carol Spencer, Allison Falcone and Jessica Mansolf have been working right along with H.R. An official "Welcome to H.R.," ladies!

Legal Services Division

Congratulations to John Yacavone, who won the Distinguished Service Award from AAMVA. The annual award goes to individuals who have shown outstanding dedication and commitment to the motor vehicle community.



Employees Can Help Aging Parents Stay Independent

The DMV has a number of employees that may have aging parents. As your parents grow older, the last thing they want to do is give up their home, even if they are no longer able to care for themselves. Here are five tips to help your parents or other seniors stay in their own homes longer:

- 1.) Have meals delivered through a senior meal delivery program. It not only provides nutrition, but also social contact for seniors who are not able to leave the house.
- 2.) Hire a home-care aid to help with housework or lawn work a few hours a day.
- 3.) Obtain products that make life and mobility easier, such as being able to get out of a chair, turning a doorknob or having a motorized scooter.
- 4.) Enroll in an emergency alert system, not just for slips and falls, but also in case of fire or other emergencies.
- 5.) Make the home a safer place by adding ramps, grab bars in the tub or shower and non-skid floor mats. While some resources may not be cheap, financial assistance may be an option. More than 30,000 assisted-technology products, information resources, and consultative help can be found at www.abledata.com or by phone at (800) 227-0216.

More information is available from your local area agency on aging or through the Employee Assistance Program.

Source: National Institute on Disability and Rehabilitation Research of the U.S. Department of Education.

Waterbury Office

Congratulations to Catherine Rafferty, who became a U.S. citizen in July. Catherine came to the United States over 25 years ago from Ireland. We surprised her with a party to celebrate this special achievement and were joined by Commissioner Carpenter, Barbara Tanuis, Elaine McDougal, Mary Lynch and Mike Generis, of Branch Operations. We are very proud of Catherine and her achievement.

Winsted Office

Happy September Birthday to Dawn Marie Devaux! It is one of many big ones to come! Also, a birthday wish goes to Rosemary Andrade. Just remember you are that much closer to retirement!

Dawn Marie celebrated her big birthday in beautiful sunny Cancun, Mexico. What a nice tan you have!

Deb Dailey also took a week off for some rest and relaxation.

Also, a Happy Anniversary to John Arcelaschi and his beautiful wife of 44 years!

DMV Link to Capitol

Continued from page 2

feres with the safe operation of such vehicle on any highway." In other words, non-driving activities such as drinking a cup of coffee are not explicitly prohibited so long as drinking that cup of coffee does not cause the driver to swerve all over the road. Any operator who commits a moving violation while engaged in a distractive activity will be fined \$100 in addition to any penalty imposed for the moving violation, and law enforcement is required to record the specific nature of the activity that contributed to the issuance of the summons.

• Laws regarding 16 and 17-year-old drivers have also been expanded. New drivers in this age group are now required to receive 20 hours of behind-the-wheel instruction in order to be eligible to receive a license, compared to eight. These young motorists are also prohibited from driving between midnight and 5 a.m. except for employment, school, religious and medical reasons.

The law also changes passenger restrictions for 16 and 17-year olds to allow both parents, instead of just one, to ride with them during the first three months after they are issued a license.

- The law regarding child restraint systems has also been expanded. All children under age 7 or weighing less than 60 pounds must be transported in a DMV-approved child restraint system. Children under age 1 or under 20 pounds must be transported in rear-facing DMV-approved restraint systems.
- Other changes include the prohibition of the operation of pocket bikes on public roadways, new background checks for CDL applicants, revisions to penalties for those convicted of operating a vehicle without a license and over two dozen changes that are smaller in scope.